

**Result Verbiage:**

28 called very upset about the ongoing incoming long distance troubles. Miranda works from home and is not able to keep her business going when clients cannot reach her by telephone. Miranda also has a home in Forks, WA and is going to have to move her office there in order to continue her business. Miranda is not able to get cell service from her home so moving is her only option. Miranda's business partner cannot reach Miranda from any of his Spokane, WA offices or his cell phone. The calls ring and drop off or just go to static right away. From one office he gets the message that he is not authorized to call this number. Miranda was in Spokane last week and tried to call her husband at home in Naselle from both her motel room and cell phone and could not reach the 360-488-8888 number. Miranda is very upset about the situation and hates to move because of poor telephone service but sees this as the only option.

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CALL

COMP SEE

2/28/2011 10:23:00 AM CAROL

**Result Verbiage:**

2-28-2011 3. The incoming Ld issues is causing her tremendous problems. She works from home and can't get her calls in that she needs to work. She was supposed to be on a conference call this morning that the caller has to initiate (she can't call into it) and they tried 5 times to contact her. The call would ring, but she couldn't answer it. She said this is totally unacceptable. There is no cell service where she lives so she is just absolutely unreachable. Very unhappy and asks that we do whatever it takes to get it fixed asap.

Report Area Totals: 3

Main Report Area Totals: 3

Company Totals: 3